



**PROFESSIONAL PRACTICES IN INFORMATION TECHNOLOGY**  
**COURSE SYLLABUS**

Revised 11/28/11

**C - L - CR**  
**3 - 0 - 3.0**

**COURSE NUMBER:** CPT 118

**PREREQUISITE(S):** CPT 114 with a grade of "C" or better

**CO-REQUISITE(S):** None

**COURSE DESCRIPTIONS** This course emphasizes the development of interpersonal and technical skills required of entry-level information technology (IT) professionals. Course content includes guidance on building a career toolkit , as well as topics such as projecting a professional image, job seeking skills, ethics and providing good customer service.

**TEXTBOOK(S):** Levitt, Julie Griffin and Lauri Harwood, Your Career: How to Make it Happen, 7<sup>th</sup> Ed, South-Western Publishing/Cengage Learning, 2010.  
ISBN: **978-0-538-73090-0**

Additional Instructor Handouts and Reading Supplements

**REFERENCE(S):** All students will be required to read the following book:  
  
Johnson, Spencer. Who Moved My Cheese? An Amazing Way to Deal with Change in Your Work and in Your Life. Putnam Publishing Group, New York, NY, 1998. ISBN: **978-0399144462**

**OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT:** Three-ring binder notebook or folder.

**METHOD OF INSTRUCTION:** This course is taught by lecture, brainstorming, demonstration, individual and team projects, and problem solving methods of instructions.

**GRADING SYSTEM:**

90	-	100	=	A
80	-	89	=	B
70	-	79	=	C
60	-	69	=	D
Below	-	60	=	F

The standard mathematical procedure of rounding will be applied to arrive at a whole number percentage in final grade calculation.

**GRADE CALCULATION METHOD:**

Objective Tests	=	30%
Team Projects (Notebook)	=	20%
Individual Homework	=	10%
Toastmaster's Meeting	=	5%
Quizzes	=	10%
Research Paper	=	10%
Cover Letter and Resume	=	5%
Final Exam (Interview)	=	10%
	=	<u>100%</u>

**ATTENDANCE POLICY:**

The student is responsible for punctual and regular attendance in all classes, laboratories, clinical, practica, internships, field trips, and other required class activities. The College does not grant excused absences; therefore, students are urged to reserve their absences for emergencies. When illness or other emergencies occur, the student is responsible for notifying instructors and completing missed work if approved for late submission by instructors.

The student is tardy if not in class at the time the class is scheduled to begin and is admitted to class at the discretion of the instructor.

Instructors maintain attendance records. However, it is the student's responsibility to withdraw from a course. A student enrolling in and attending at least one course session remains enrolled until the student initiates a withdrawal.

Withdrawal Policy: During the first 75% of the course, a student may initiate withdrawal and receive a grade of W. A student cannot initiate a withdrawal during the last 25% of the course. Extenuating circumstances require documentation and approval by the appropriate department head and academic dean.

Absences for Religious Holidays: Students who are absent from class in order to observe religious holidays are responsible for the content of any activities missed and for the completion of assignments occurring during the period of absence. Students who anticipate their observance of religious holidays will cause them to be absent from class and do not wish such absences to penalize their status in class should adhere to the following guidelines:

1. Observance of religious holidays resulting in three or fewer consecutive absences: Discuss the situation with the instructor and provide written notice at least one week prior to the absence(s). Develop (in writing) an instructor-approved plan which outlines the make up of activities and assignments.
2. Observances of religious holidays resulting in four or more consecutive absences: Discuss the situation with the instructor and provide the instructor with written notice within the first 10 days of the academic term. Develop an instructor-approved plan which outlines the make up of activities and assignments.

**ACADEMIC CONDUCT:**

**ACADEMIC DISHONESTY:** Students are expected to uphold the integrity of the College's standard of conduct, specifically in regards to academic honesty. All forms of academic dishonesty including, but not limited to, cheating on assignments/tests, plagiarism, collusion, and falsification of information will call for disciplinary action. Disciplinary action imposed may include one or more of the following: written reprimand, loss of credit for assignment/test, termination from course, and probation, suspension, or expulsion from the College. For further explanation of this and other conduct codes, please refer to the Student Handbook.

**CELLULAR PHONES AND PAGERS/BEEPERS:** Cellular phones, pagers and beepers are not permitted to be turned on or used within the classroom. Use of these devices during classroom time will be considered a violation of the student code as it relates to “disruptive behavior.”

**CLASS/LAB  
PROCEDURES:**

**No makeup tests will be given, except in extenuating circumstances as determined by the instructor.** If the student notifies the Instructor in advance, arrangements may be made to take a test early.

**No homework will be accepted late.** Any homework assignments are due as noted on the syllabus. Homework in this class includes team projects. It's important to be considerate of fellow team members in submitting homework in a timely fashion. If a student is absent on the due date, it is their responsibility to notify the instructor and their team members on that day. If the student follows this procedure, the homework may be accepted on the following class day ONLY and will incur a 10 point deduction in their grade. If the student fails to notify the instructor and the team members by the due date, the homework will not be accepted.

**The Learning Center**, located in the rooms E-2 & E-5 of the East Building, provides computers for your use. Check the website <http://www.sccsc.edu/resources/tutoring/tlc> or call 592-4968 for current semester operating hours.

**ACCOMMODATIONS:**

Students who need special accommodations in this class because of a documented disability should notify Student Disability Services by calling (864) 592-4818, toll-free 1-800-922-3679; via email through the SCC web site at [www.sccsc.edu/resources/disabilities](http://www.sccsc.edu/resources/disabilities); or by visiting the office located in the East Building Room 30-B on the SCC Central campus. Contacting Student Disability Services early in the semester gives the College an opportunity to provide necessary support services and appropriate accommodations.

**Program Department Chair:**

Marcia Schenck  
592-4839  
[schenckm@sccsc.edu](mailto:schenckm@sccsc.edu)

**Inclement Weather Schedule:**

- Check SCC Website: [www.sccsc.edu](http://www.sccsc.edu)
- Tune to local T.V. Station: **Channel 7 (CBS)**
- Tune to an **FM/AM local radio station**

**COURSE**  
**COMPETENCIES &**  
**OBJECTIVES:**

**Upon satisfactory completion of this course, the student will be able to:**

- I. Teamwork and Team Building
  1. Understanding the Role of Teams
  2. Exploring Team Roles and Processes
  3. Building and Developing Teams
  4. Leadership in a Team
  5. Managing Team Meetings
  
- II. Identify Careers in Information Technology
  1. Explain how historical changes in computer technology have affected computer use.
  2. Evaluate the job market demand for user support and other IT employees.
  3. Describe different personality types and work styles
  4. Identify and apply skills necessary to take and pass certification exams
  
- III. Describe the tools necessary for an IT Career
  1. Identify the knowledge, skills, and abilities to qualify for an entry-level user support position
  2. Write sample technical documentation
  3. Create a cover letter and resume
  4. Define Sarbanes-Oxley Act and what effect it has on the IT industry
  5. Understand SLAs and how they are used in the IT industry
  
- IV. Use the tools necessary for an IT Career
  1. Create and maintain an active contact list for networking
  2. Search for a job on Monster.com and/or CareerBuilder.com
  3. Understand the importance of salary negotiation and terminology used in an employment agreement
  4. Identify other areas of IT in which you can be successful
  5. Compare the pros and cons of telecommuting, consulting, and a move to management.
  
- V. Recognize what skills add value
  1. Explain ways to make yourself indispensable
  2. Understand the overall business and technology's role in the organization
  3. Create a peer knowledge network
  4. Understand budgets
  
- VI. Understanding Professionalism
  1. Presenting Yourself Professionally
  2. Developing a Professional Work Ethic
  3. Developing Interpersonal Skills
  4. Dealing with Office Politics
  
- VII. Demonstrate interview skills
  1. For the final exam, students will go through a mock interview for a specific job.